

# Emergency Support Function (ESF) # 16

## Hospital & Medical Services



### *Preface*

A large scale disaster would rapidly impact local government's resources and ability to provide medical services. Medical facilities may be damaged or destroyed resulting in a shortage of medical supplies, equipment and pharmaceuticals. Persons who are not injured but require daily medical care and/or medication would have difficulty meeting their needs. Overall, hospitals and medical services would be hard pressed in providing adequate health care during the aftermath of a disaster. Coordination of effort together with emergency management planning will ensure an appropriate level of medical care to those affected.

### Primary Agency

**Milwaukee County Health & Human Services –  
Emergency Medical Services**

Milwaukee County, Wisconsin  
**Emergency Support Functions (ESF) # 16 – Hospital & Medical Services**

**Milwaukee County**

**AGENCIES:**

**Primary**

**Milwaukee County Emergency Medical Services**

**Support**

**Ambulance Services, Public and Private**

**American Red Cross**

**Attending Emergency Room Physicians**

**Bus Companies**

**Clinics**

**Communications Center**

**Fire Departments**

**Law Enforcement**

**Medical Helicopter Services**

**Medical Transportation Officer (On Scene)**

**Military – Air National Guard and Army National Guard**

**Milwaukee County Medical Examiner**

**Milwaukee County Office of the Sheriff – Division of Emergency Management**

**Public Health (Municipal)**

**School Districts**

**Wisconsin Hospital Emergency Preparedness Program (WHEPP)**



**State of Wisconsin**

**Note:**

State support to this ESF may be available in coordination with the State Emergency Operations Center (EOC).



**Federal**

**NOTE: Though there is no Federal ESF # 16, likely support from Federal ESF # 8 includes:**

**Primary**

- Provide supplemental assistance to state, tribal, and local governments in the following core functional areas:
  - Assessment of medical needs
  - Medical care personnel
  - Medical equipment and supplies
  - Patient evacuation
  - Patient care
  - Safety and security of drugs, biologics, and medical devices
  - Blood and blood products
  - All-hazard medical consultation, technical assistance, and support
  - Public medical information

Emergency Support Function (ESF) # 16

## Hospital & Medical Services

**PURPOSE.**

1. Manage and organize the response of emergency medical care resources. Act as the liaison between local, state and federal agencies in the coordination of emergency response and emergency medical support.

**POLICIES.**

1. Milwaukee County will endeavor to assure the quality of care given to its citizens will be at the highest level possible. However, emergency measures to protect life and health during disasters in all likelihood will be exclusively dependent upon local and area resources. Austere conditions may limit the amount and quality of care.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
MILWAUKEE COUNTY DHHS – EMERGENCY MEDICAL SERVICES	
Pre-Emergency	<p><b><u>Hospitals</u></b> Work with Milwaukee County Division of Emergency Management to:</p> <ol style="list-style-type: none"><li>1. Maintain this Emergency Support Function (ESF).</li><li>2. Maintain inventories of medical resources and equipment.</li><li>3. Participate in drills, exercises.</li><li>4. Develop emergency action checklists and job action sheets.</li><li>5. Maintain mutual aid agreements.</li></ol> <p><b><u>Emergency Medical Services</u></b></p> <ol style="list-style-type: none"><li>1. Maintain this Emergency Support Function (ESF).</li><li>2. Participate in drills, exercises.</li><li>3. Develop emergency action checklists and job action sheets.</li><li>4. Reduce risk to first responders and the community</li><li>5. Develop internal plans and standard operating procedures.</li><li>6. Respond to EMS calls.</li></ol>
Emergency	<p><b><u>Hospitals</u></b></p> <ol style="list-style-type: none"><li>1. Direct the activities of private, volunteer, and other emergency medical personnel, and of bystander volunteers as needed.</li><li>2. Evacuate patients from affected hospitals as ordered.</li><li>3. Isolate, decontaminate, and treat victims of hazardous chemical or infectious diseases, as needed.</li></ol>

	<ol style="list-style-type: none"> <li>4. Respond to bed poll requests via patient tracking system.</li> <li>5. Activate internal resources in response to a mass casualty incident.</li> <li>6. Track disaster patients within hospital.</li> <li>7. Receive notification of a disaster situation; initiate Emergency Operations Plan.</li> <li>8. Coordinate patient admissions and transfers.</li> <li>9. Activate hospital command center.</li> <li>10. Activate MOUs with alternate care facilities.</li> <li>11. If available share resources and staff.</li> </ol> <p><b><u>Emergency Medical Services</u></b></p> <ol style="list-style-type: none"> <li>1. Respond to the emergency scene with emergency medical personnel and equipment.</li> <li>2. Triage, treat and transport the sick and injured to other medical facilities as needed.</li> <li>3. Establish and maintain field communications and coordination with other responding emergency teams (medical, fire, police, public works, etc.), and radio or telephone communications with area hospitals, as appropriate.             <ol style="list-style-type: none"> <li>a. Provide early notification to the hospital radio net on potential mass casualty incidents via patient tracking system.</li> <li>b. Provide transportation of patients as designated by the IC</li> <li>c. Assist with evacuation efforts as directed by the IC.</li> <li>d. Maintain a patient casualty tracking system.</li> <li>e. Decontamination of responders or victims</li> <li>f. Communicate with all appropriate EMS and LPH agencies.</li> </ol> </li> <li>4. Assist Medical Examiner with victim notification to relatives.</li> </ol>
<p><b>Emergency Operations Center (EOC)</b></p>	<p><b><u>Hospitals</u></b></p> <ol style="list-style-type: none"> <li>1. Staff the ESF # 16 position in the EOC.</li> <li>2. Activate the communications links between emergency medical responders and hospital.</li> <li>3. Determine condition, status of Milwaukee County hospital and medical resources.</li> <li>4. Determine present and future need for hospital and medical resources.             <ol style="list-style-type: none"> <li>a. Determine need for additional Medical staff</li> <li>b. Examine need for additional medical equipment and supplies.</li> <li>c. Ascertain need for patient evacuation.</li> </ol> </li> <li>5. If available provide medical personnel at functional needs shelters when requested.</li> <li>6. Provide and coordinate the medical resources to include:             <ol style="list-style-type: none"> <li>a. Ambulance vehicles and transportation when evacuating hospital</li> <li>b. Medical staffing.</li> <li>c. Medical equipment and supplies.</li> <li>d. Logistical support for continuance of hospital operations</li> <li>e. Administrative and clerical support.</li> </ol> </li> <li>7. Obtain, coordinate medical resources as requested by field incident com-</li> </ol>

	<p>manders, includes:</p> <ol style="list-style-type: none"> <li>Provision for pre-hospital and hospital emergency medical care.</li> <li>Assist in identification, coordination and mobilization of medical equipment, supplies and personnel.</li> </ol> <ol style="list-style-type: none"> <li>Resources can include: <ol style="list-style-type: none"> <li>Mutual aid.</li> <li>County Emergency Management.</li> <li>American Red Cross.</li> <li>Hospital and clinics.</li> <li>Military (disaster medical assistance teams).</li> <li>Private sector physicians, nurses, hospitals, clinics.</li> </ol> </li> <li>Establish, maintain contact with State EOC through the County EOC. <ol style="list-style-type: none"> <li>Provide information on damages, status of Milwaukee County hospital and medical system.</li> <li>Request additional medical resources as needed.</li> </ol> </li> </ol> <p><b><u>Emergency Medical Services</u></b></p> <ol style="list-style-type: none"> <li>Determine condition, status of Milwaukee County hospital and medical resources.</li> <li>Report or send a representative to the EOC.</li> <li>Assess the health, medical and mortuary needs of the situation; mobilize and coordinate resources as necessary.</li> <li>Coordinate the location, procurement, screening and allocation of health and medical supplies and resources.</li> <li>Assist hospitals with transfer of patients under the WHEPP Region &amp; Hospital Bio Terrorism Plan.</li> <li>Maintain a patient casualty tracking system.</li> <li>Request status and capabilities of medical care facilities and medical transport.</li> </ol>
<b>Recovery Actions</b>	<ol style="list-style-type: none"> <li>Continue providing essential medical care services.</li> <li>Assist Recovery Operations; Identify barriers to recovery.</li> <li>Assist restoration of the area's medical care delivery capacity.</li> <li>Activate hospital business recovery plan.</li> </ol>

<b>SUPPORT DEPARTMENTS RESPONSIBILITIES/TASKS</b>	
<b>Ambulance Services, Public and Private</b>	<ol style="list-style-type: none"> <li>Responsible for triage and appropriate on-scene treatment.</li> <li>Transport casualties to the designated medical facilities.</li> </ol>
<b>American Red Cross</b>	<ol style="list-style-type: none"> <li>Provide food for emergency medical workers, volunteers and patients in coordination with other volunteer agencies.</li> <li>Provide emergency first aid and health services to supplement local emergency medical and health services through coordination with local health authorities.</li> </ol>

**SUPPORT DEPARTMENTS RESPONSIBILITIES/TASKS**

	<ol style="list-style-type: none"> <li>3. Provide a 24-hour telephone number for emergency contacts and disaster welfare inquiries.</li> <li>4. Provide emergency and preventive health services to disaster victims at emergency aid stations and mass care sites (e.g., post decontamination reception center, shelter) according to Red Cross guidelines.</li> <li>5. Obtain and distribute blood and blood products.</li> <li>6. Provide appropriate mental health services to disaster victims, survivors, bystanders, responders and their families and other community caregivers.</li> <li>7. Assist with recruiting trained volunteers to supplement medical and nursing resources.</li> <li>8. Provide support to people with disaster related or disaster-related health needs and assist people with finding resources to meet health-related financial obligations.</li> </ol>
<b>Attending Emergency Room Physicians</b>	<ol style="list-style-type: none"> <li>1. Provide medical control for field operations as per county protocols.</li> </ol>
<b>Bus Companies (Private)</b>	<ol style="list-style-type: none"> <li>1. Provide transportation of "walking wounded."</li> <li>2. Assist with evacuation of large numbers of people.</li> <li>3. Transport of equipment.</li> </ol>
<b>Clinics</b>	<ol style="list-style-type: none"> <li>1. Provide medical care for those injured or ill.</li> <li>2. Coordinate with EMS and other health providers on patient care capacity.</li> <li>3. Work with public health on community health issues.</li> </ol>
<b>Communications Center</b>	<ol style="list-style-type: none"> <li>1. Dispatch the appropriate EMS unit in whose primary service area a disaster occurs</li> </ol>
<b>Fire Departments</b>	<ol style="list-style-type: none"> <li>1. Suppress fires and contain and stabilize hazardous incidents.</li> <li>2. Establish Incident Command when appropriate.</li> <li>3. Remove victims from hazardous areas.</li> <li>4. Triage, treat and transport the injured.</li> <li>5. Extricate trapped victims when needed.</li> <li>6. Provide basic life support and patient transportation.</li> <li>7. Requests for assistance from surrounding counties will be made through the MABAS.</li> </ol>
<b>Law Enforcement</b>	<ol style="list-style-type: none"> <li>1. Provide basic first-aid assistance and scene security.</li> <li>2. Maintain law and order through traffic and crowd control.</li> <li>3. Provide security for vital facilities and supplies.</li> <li>4. Control access to operating scenes and vacated areas.</li> <li>5. Notify emergency response agencies of evacuating danger areas, where</li> </ol>

SUPPORT DEPARTMENTS RESPONSIBILITIES/TASKS	
	appropriate.
<b>Milwaukee County Medical Examiner</b>	<ol style="list-style-type: none"> <li>1. Coordinate and direct all Medical Examiner related services within the county.</li> <li>2. During the period of crisis, uses individuals who have been trained as Deputy Medical Examiners or recruited from area mortuaries.</li> <li>3. Responsible for the final disposition of the dead, identifying remains and arranging for their transportation.</li> </ol>
<b>Medical Helicopter Services</b>	<ol style="list-style-type: none"> <li>1. Provide air ambulance service.</li> </ol>
<b>Medical Transportation Officer (On Scene)</b>	<ol style="list-style-type: none"> <li>1. Stage ambulance and other medical transportation vehicles.</li> <li>2. Assign victims to vehicles.</li> <li>3. Direct loaded vehicles to specific patient care facilities.</li> </ol>
<b>Military – Air National Guard and Army National Guard</b>	<ol style="list-style-type: none"> <li>1. Provide personnel and equipment from medical evacuation and hospital units.</li> <li>2. Provide helicopters and crews for use in evacuation of casualties or transport of supplemental personnel and supplies.</li> </ol>
<b>Milwaukee County Office of the Sheriff – Emergency Management Division</b>	<ol style="list-style-type: none"> <li>1. Activate the EOC, if necessary.</li> <li>2. Coordinate personnel, material, supplies, transportation, hazard mitigation, security, communications, public information, and other resources and support as necessary.</li> <li>3. Ensure the orderly coordination of resources in response to EMS needs as communicated from the field.</li> <li>4. Assist with the training and revision of county EMS response plans.</li> <li>5. Notify the WHEPP Region 7 project manager.</li> <li>6. Request status and capabilities of medical care facilities and medical transport.</li> </ol>
<b>Public Health (Municipal)</b>	<ol style="list-style-type: none"> <li>1. Coordinate providing on-scene medical teams to care to mass casualty patients.</li> <li>2. Determine if incidents have population-wide health implications.</li> <li>3. Monitor medical surveillance.</li> <li>4. Manage a general infectious/communicable disease surveillance system.</li> </ol>
<b>School Districts</b>	<ol style="list-style-type: none"> <li>1. Provide shelter for large numbers of injured or displaced people.</li> </ol>
<b>Wisconsin Hospital Emergency Preparedness Program (WHEPP)</b>	<ol style="list-style-type: none"> <li>1. When notified, report to the Milwaukee County EOC.</li> <li>2. Maintain a patient casualty tracking system via WiTrac.</li> </ol>
<b>ATTACHMENTS</b>	<ol style="list-style-type: none"> <li>1. EMS Resource List.</li> </ol>

<b>SUPPORT DEPARTMENTS RESPONSIBILITIES/TASKS</b>	
	<ol style="list-style-type: none"><li>2. Mass Casualty Unit - Disaster Management Equipment and Supplies.</li><li>3. EMS Transportation List.</li></ol>
<b>REFERENCES</b>	<ol style="list-style-type: none"><li>1. Map – Rescue Area (Ambulances).</li><li>2. MABAS Agreement.</li></ol>



*Attachment 1*  
**MILWAUKEE COUNTY EMS RESOURCES**

<b>HOSPITAL &amp; LOCATION</b>	<b>EMER. DEPT. TELEPHONE #</b>	<b>EMER. DEPT. FAX #</b>	<b>ADMIN. ON-CALL #</b>	<b>ADMIN. FAX #</b>
*1. Children's Hospital of Wisconsin 9000 W. Wisconsin Avenue Milwaukee, WI 53226	266-2626	266-2496	266-2000	266-2179
*2. Clement J. Zablocki (VA Medical Center-Milwaukee) 5000 W. National Avenue Milwaukee, WI 53295	384-2000 X41885	389-4211	384-2000	382-5319
*3. Froedtert Memorial Lutheran Hospital 9200 W. Wisconsin Avenue Milwaukee, WI 53226	805-6717	805-6732	805-3000	805-7790
*4. Aurora Sinai Medical Center 950 N.12th Street Milwaukee, WI 53223	219-6666	219-6650	219-2000	219-7315
*5. St. Francis Hospital 3237 S. 16th Street Milwaukee, WI 53215	647-5165	647-5047	647-5100	647-5565
*6. St. Joseph's Hospital 5000 W. Chambers Milwaukee, WI 53216	447-2171	874-4364	447-2000	874-4393
*7. St. Luke's Medical Center 2900 W. Oklahoma Avenue Milwaukee, WI 53215	649-6333	649-5657	649-6000	649-7982
*8. St. Luke's- South Shore 5900 S. Lake Drive Cudahy, WI 53110	489-4055	489-4013	489-9000	489-4153
*9. Columbia St. Mary's Hospital 2301 N. Lake Drive Milwaukee, WI 53211	291-1469	291-1644	291-1000	291-1048
10. St. Mary's Ozaukee 13111 N. Port Washington Rd. Mequon, WI	262-243-7373	262-243-7377	262-243-7300	
*11. West Allis Memorial Hospital 8901 W. Lincoln Avenue West Allis, WI 53227	328-6111	328-8584	328-6000	328-8536
12. Wheaton Franciscan Healthcare- Franklin 10101 S. 27th Street Franklin, WI 53132	325-8460	325-8461	325-4700	325-4511
13. Aurora Grafton 975 Port Washington Rd. Grafton, WI 53204	262-329-1900	262-329-1901	262-329-1000	

*\*Paramedic Receiving Hospitals*

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*Attachment 2*  
**MASS CASUALTY UNIT**

**Disaster Management Equipment and Supplies**

Rescue 9 is a step van type vehicle that is based at the airport. It contains the necessary basic EMS equipment to handle a mass casualty incident. Replacement cost of expended or damaged equipment will be the responsibility of the requesting agency.

The equipment on board is designed to process victims by using the SALT system (sort-assessment-lifesaving interventions-treatment/transport). This includes Incident Command vests, portable radios, triage flags, cones and colored tarps (red and yellow). It carries sufficient bandages, dressings, long boards, orthopedic stretchers and various restraints. The equipment is sufficient to handle in excess of fifty (50) victims. Rescue 9 is also equipped with an auxiliary generator and lighting system.

The mass casualty unit is available to any Milwaukee County area EMS division by contacting the General Mitchell International Airport Fire Department at 747-5329, or by radio on FIRECOM (154.295 MHz).

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*Attachment 3*  
**MILWAUKEE COUNTY EMS TRANSPORT SERVICES  
FIRE DEPARTMENTS DAILY AMBULANCE AVAILABILITY**

DEPARTMENT	DISPATCH NO.	BLS UNITS	ALS UNITS	ALS/BLS UNITS
Franklin Fire Department 8901 W. Drexel Avenue	425-1420	2	1	1
Greenfield Fire Department 48 4333 S. 92nd Street	761-5395	3	2	0
Milwaukee Fire Department 711 W. Wells Street	286-8999	0	12	0
North Shore Fire Department 108 4401 W. River Lane	357-0113	3	2	0
South Milwaukee Fire Dept. 24 929 N. Marshall Avenue	762-1235	1	1	1
Wauwatosa Fire Department 1463 Underwood Avenue	471-8490	1	0	3
West Allis Fire Department 8 2040 S. 67th Street	302-8900	5	2	1
Cudahy Fire Department 4626 S. Packard Avenue	769-2232	3	0	0
Greendale Fire Department 6200 W. Loomis Road	423-2131	2	0	0
Hales Corners Fire Department 10000 W. Forest Home Avenue	529-6168	2	0	0
Oak Creek Fire Department 51 7000 S. 6th Street	768-6555	4	1	2
St. Francis Fire Department 4235 W. Nicholson Avenue	483-4424	1	0	0
<b>TOTAL</b>		<b>27</b>	<b>21</b>	<b>8</b>

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